

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: BUSINESS LICENSE OFFICER
FINANCE DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs routine to complex administrative and clerical work in support of effective and efficient department operations. Work involves preparing business license applications to issue license; managing and overseeing the mailing of license applications; typing licenses; reviewing and analyzing license data and meals tax data; processing monthly meal tax forms by entering the data in the computer and filing forms; and processing the mailing and data entry of dog tags. Reports to the Director of Finance/Treasurer.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Administers business-licensing operation.

Enforces business licenses, meal tax, vehicle, and dog licensing for the Town.

Visits Town business operations.

Obtains and checks gross receipts and deductions information from businesses.

Analyzes business license and meals tax applications; enforces compliance with applicable ordinances.

Calculates license fees; issues licenses.

Communicates with business owners.

Reconciles daily and monthly deposits and cash statements.

Maintains databases for business vehicle, meal tax, and other licenses.

Initiates and implements court proceedings.

Provides backup support for Water and Sewer, Cashier, and Real Estate.

Works directly with the Town Authority regarding issuance of Summons and other legal enforcement measures.

Receives and/or reviews various records and reports such as BPOL applications, meal tax forms, and dog tag applications.

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Prepares and/or processes various BPOL renewals, new business applications, and dog tag applications.

Refers to Town Code, State Code, policy and procedure manuals, laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as typewriter, burster, computer, printer, telephone, etc.

Uses a variety of general office supplies and a variety of computer software such as Turchetta System, Pentamation, PPS, Microsoft Word, Microsoft Excel, etc.

Interacts and communicates with various groups and individuals such as the Deputy Finance Director, co-workers, businesses, and the general public.

ADDITIONAL JOB FUNCTIONS

Provides switchboard relief.

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires an Associate's degree in business or closely related field supplemented by one to two years of responsible secretarial or clerical experience; or any equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computers, typewriters, copiers, calculators, etc. Must be able to exert a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time.

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange pertinent and vital information to co-workers. Includes the receiving of information and/or instructions from supervisor.

Language Ability: Requires ability to read a variety of policy and procedure manuals, permits, codes and ordinances, etc. Requires the ability to prepare reports, correspondence, forms,

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permits, licenses, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to learn and understand relatively complex principles and techniques; to make routine independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions. Must be able to communicate effectively and efficiently with co-workers and the general public.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Finance Department as they pertain to the performance of duties of the Business License Officer. Has thorough knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the Town and of related departments and agencies. Is able to comprehend, interpret, and apply regulations, procedures, and related information. Has thorough knowledge of the principles and procedures of licensing and permitting, billing and collections, customer service, and general accounting. Is skilled in using accounting/bookkeeping mathematics. Is capable of producing quality work, which

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requires constant attention to detail. Has excellent administrative, organizational, bookkeeping, clerical, and customer service skills. Has thorough knowledge of modern office practices and equipment. Is able to use computers for word and data processing and records management. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Has knowledge of and skill in the maintenance of efficient filing systems. Has knowledge of proper English usage, vocabulary, punctuation, and spelling. Has knowledge of basic mathematics. Is skilled in applying a responsible attention to detail as necessary in preparing permits, records, reports, and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to maintain confidentiality as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine tasks. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Is capable of working under stressful conditions as required. Has knowledge of how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or

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procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.